



ACT
Government

Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P35271

Division: Housing Assistance

Classification: Administrative Services Officer Class 5 (ASO5)

Business Unit: Client Services Branch

Location: 153 Emu Bank, Belconnen

Position Title: Youth Housing Manager

Last Reviewed: July 2026

WHAT THE DIRECTORATE DOES

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Housing Assistance is a division that resides within the Health and Community Services Directorate and is responsible for providing social housing and community services in the Territory. Housing Assistance is responsible for providing safe, affordable and appropriate housing that meets the needs and circumstances of low income and disadvantaged families. This includes funding and support for the specialist homelessness sector to assist and support homeless people in the ACT or those at risk of becoming homeless. In doing so, Housing Assistance helps to build their resilience and alleviate social isolation, building a safer, stronger and more inclusive community. The ultimate goal is to provide stable long-term affordable housing and provide tenants with greater opportunities to fully participate in social, economic, civic and recreational activities and reach their full potential.

Housing Assistance is committed to excellence and the highest ethical standards in dealing with clients and other stakeholders. The principles most highly valued by the division are problem solving, empathy, teamwork, professionalism and leadership. The Division is responsible for providing strategic direction and leadership of the ACT Government's public and community housing portfolio, consisting of over 11,000 properties, and the delivery of a capital program in excess of \$36 million per annum, which includes the sale, purchase, construction and redevelopment of housing stock.

A significant number of clients need more support that will assist them to obtain and maintain an independent lifestyle. These include clients who present with complex social needs such as:

- domestic violence
- mental or physical disabilities
- chronic medical conditions
- drug and alcohol issues, and
- diverse cultural and linguistic backgrounds.

Housing Assistance works in partnership with people from culturally and linguistically diverse backgrounds and with the broader community sector. We contribute to building sustainable linkages and partnerships to foster a stronger ACT community.

BUSINESS UNIT OVERVIEW

Housing Assistance is responsible for the provision of social housing in the Territory. The division allocates, manages, and maintains public and community housing properties and coordinates comprehensive support services as well as community participation programs for its tenants. It provides support for people who are disadvantaged or experiencing a crisis through a variety of programs, including services targeted at preventing homelessness and assisting people to transit through homelessness into stable housing.

Business units work towards these 6 key objectives as outlined in the *Housing Assistance Branch Plans*:

1. Deliver empowered, smart, connected, and innovative client services.
2. Grow, renew, and maintain social housing.
3. Reduce homelessness.
4. Become a trusted and innovative model social landlord.
5. Become a viable Public Trading Entity.
6. Support and develop a capable workforce, fostering a culture of professionalism and wellbeing.

Tenant Experience team, within the Client Services Branch, is responsible for the management of more than 11,000 public housing tenancies and for providing advice/ support to public housing tenants and stakeholders on diverse and often complex issues. Tenant Experience provides support through engagement and coordinates support services to ensure long-term housing solutions and sustainable tenancies; manages neighbourhood disputes and identifies and delivers service improvements.

Tenant Experience is responsible for monitoring property conditions on behalf of Housing ACT and advising on asset maintenance issues.

POSITION OVERVIEW

The Housing Young People Program (HYPP) supports young people aged 16–25 transitioning from Out of Home Care or Youth Justice care. The program provides dedicated Youth Housing Managers who assist eligible young people entering and sustaining social housing in the ACT.

In exceptional circumstances, Youth Housing Managers— in consultation with the Assistant Director—may approve access for young people outside standard eligibility where there is clear benefit. This flexible approach ensures the program can respond to individual needs and reduce the risk of homelessness or unsupported housing outcomes.

HYPP uses a continuity of care approach, providing young people with a consistent housing contact to support engagement and help them achieve long-term tenancy and social outcomes.

The HYPP has dedicated Youth Housing Managers that work collaboratively with a young person and their supports to understand housing needs and provide tailored support through the commencement and stabilisation of a tenancy.

HYPP works in partnership with the Office for Children, Youth and Families, preferred providers and Aboriginal Community-Controlled Organisations to ensure young people receive appropriate support throughout their Housing ACT tenancy, including outreach and flexible service delivery to improve access to housing and support.

HYPP supports the ACT Government's commitment to improving long-term housing outcomes for young people exiting care, with transition at age 25 a key measure of program success.

WHAT YOU WILL DO

Under broad direction of the Assistant Director, the Youth Housing Manager will:

- Deliver high-quality customer service to young people eligible for the HYPP and stakeholders.
- Assess complex client needs and develop strategies that support tenancy stabilisation.
- Conduct client meetings and home visits to address property standards, debt, complaints, and support needs.
- Embed trauma-aware, healing-informed, client-centered best practice.
- Represent Housing ACT at forums and case conferences, advocate for young people, and maintain collaborative internal and external relationships.
- Contribute ideas for service improvement and operational change.
- Review, interpret, and apply relevant legislation, policy, and procedures.
- Maintain accurate records, analyse data, and assist in monitoring Key Performance Indicators.
- Prepare high-quality file notes, complaint responses, briefs, Ministerial responses, and other documentation in a timely manner.
- Manage a varied workload with flexibility to address emerging issues.
- Consistently model and follow Work Health and Safety practices.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience and a strong commitment to youth-focused, high-quality service delivery, with sound understanding of the community sector and support systems for young people who may have complex needs.
2. Well-developed communication, interpersonal and engagement skills, including the ability to build rapport with young people and stakeholders, and prepare clear reports and service documentation.
3. High-level organisational skills, with the ability to prioritise competing demands, meet deadlines, develop tailored support plans, and work both independently and within a team.

4. Knowledge of relevant legislation and frameworks relating to young people, with ability to apply these in practice and contribute to policy and service improvements.

Behavioural Capabilities

5. Ability to deliver client-centred, trauma-aware and healing-informed care to young people, effectively managing risk and responding to complex needs and challenging behaviours.
6. Commitment to working in line with the ACT Government Respect, Equity and Diversity Framework, the Directorate's Work Health and Safety system, and staff development and training requirements.

Additional Requirements / Qualifications

- Current driver's license and Working with Vulnerable People Card or willingness to obtain.
- As this role is likely to work with Aboriginal and Torres Strait Islander families and young people, cultural awareness, and capacity to work with Aboriginal and Torres Strait Islander people is highly desirable.
- Relevant qualifications or strong-demonstrated industry experience in Social Work, Community Development or a related field (preferred but not essential).

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently